50. (reiterated) The system of claim 48 in which the interactions are triggered to occur repetitively for each of the users based on repeated uses of a feature of a unit of the commodity by the user.

51. (reiterated) The system of claim 48 in which the user interface comprises part of a functional user interface of the unit of the commodity that is used to control features of the commodity.

53. (reiterated) The system of claim 48 in which the units of the commodity comprise telephone extension equipment and the central location comprises a private branch exchange or other central telephone network facility.

54. (reiterated) The system of claim 48 in which the results of the interactions are forwarded from the central location to a remote server for analysis.

55. (reiterated) The system of claim 48 in which the units of the commodity comprise facsimile equipment and the user interface triggers the two-way interaction to occur on-line between the unit of the facsimile equipment and a vendor of the facsimile equipment.

56. (reiterated) The system of claim 55 in which the on-line interaction occurs by voice spoken through the facsimile machine's handset, transmitted by telephone line to a computer of the vendor, and stored at the vendor's computer.

57. (reiterated) The system of claim 48 in which the units of the commodity comprise consumer television equipment.

58. (amended) The system of claim 48 in which the two-way interaction provides instructions on how to use the commodity.

59. (reiterated) The system of claim 57 in which the two-way interaction comprises posing questions to a user on a television screen concerning use of the commodity and receiving answers from the user expressed through a keypad or a held-held remote.

60. (reiterated) The system of claim 59 in which the answers are forwarded to a vendor of the commodity.

61. (reiterated) The system of claim 48 in which the two-way interaction is mediated by an publicly or privately accessible on-line computerized information service.

62. (twice amended) The system of claim 48 in which the user interface presents information in one or more of the following styles: text, lists, charts, views, arrangements, hierarchies, graphical maps, sample extracts, abstracts, summary descriptions, and hypertext.

63. (reiterated) The system of claim 62 in which the user interface triggers two-way interactions that comprise training based on two-way interactions with all or some other users, the interactions being arranged to present actions that the user could take to increase performance or satisfaction to a level achieved by other users.

71. (reiterated) The system of claim 48 wherein the user interface includes a sound recorder.

72. (reiterated) The system of claim 48 wherein the units of commodity are configured to store voice or sound information.

73. (reiterated) The system of claim 48 wherein the units of commodity are configured to digitize voice or sound information.

74. (reiterated) The system of claim 48 wherein the two-way interaction comprises voice communication.

75. (reiterated) The system of claim 48 wherein the user interface includes a console displaying text or graphics.

76. (reiterated) The system of claim 48 wherein the console comprises a display of a computer, phone, or handheld device.

77. (reiterated) The system of claim 48 wherein the software is configured to provide access to the collection of results to vendors of the commodity.

78. (reiterated) The system of claim 48 wherein the software is configured to provide access to the collection of results to the users of the commodity.

79. (reiterated) The system of claim 48 wherein the software is configured to provide access to the collection of results to third parties.

80. (reiterated) The system of claim 59 in which the keypad or hand-held remote comprises numeric keys.

81. (reiterated) The system of claim 62 in which the style is hypertext.

82. (reiterated) The system of claim 48 in which the units of commodity store probes that elicit information from the respective users.

83. (reiterated) The system of claim 82 in which the software that manages the interactions of the users sends the probes to each of the units of the commodity.

Sub I14

84. (reiterated) The system of claim 48 in which the information about the commodity comprises value information.

85. (reiterated) The system of claim 84 in which the value information comprises usage logs.

86. (reiterated) The system of claim 84 in which the value information comprises information about user comprehension.

#14 cont'd

87. (reiterated) The system of claim 84 in which the value information comprises information about user performance.

88. (amended) The system of claim 84 in which the value information guides a user's interaction with the commodity.

89. (amended) The system of claim 84 in which the value information comprises marketing information or information about future product design.

90. (reiterated) A system comprising

units of a telephonic device that are used by respective users in different locations,

a user interface which is part of each of the units and provides a medium for two-way local interaction between one of the users and the corresponding unit for generating information about use of the unit by the user,

a communication element that is associated with each of the units and carries results of the two-way local interaction from each of the units to a central location, and

software that manages the interactions of the users in different locations and collection of the results of the interactions at the central location.

91. (reiterated) The system of claim 90 in which the units of the commodity comprise telephone extension equipment and the central location comprises a private branch exchange or other central telephone network facility.

92. (reiterated) The system of claim 90 the units of the commodity comprise facsimile equipment and the user interface triggers the two-way interaction to occur on-line between the unit of the facsimile equipment and a vendor of the facsimile equipment.

93. (reiterated) The system of claim 90 in which the user interface is electronically triggered based on user behaviors to generate two-way interactions with each of the users, each of the interactions relating to a corresponding specific one of the behaviors.

H14 cont'd

94. (reiterated) The system of claim 90 wherein the software is configured to provide access to the collection of results to the users of the commodity.

95. (reiterated) The system of claim 90 wherein the software is configured to provide access to the collection of results to vendors of the commodity

96. (reiterated) The system of claim 90 wherein the software is configured to provide access to the collection of results to third parties.

97. (reiterated) The system of claim 92 in which the on-line interaction occurs by voice spoken through the facsimile machine's handset, transmitted by telephone line to a computer of the vendor, and stored at the vendor's computer.

98. (amended) A system comprising

units of a commodity that are used by respective users in different locations,

a user interface which is part of each of the units of the commodity and provides a medium for two-way local interaction between one of the users and the corresponding unit of the commodity for generating information about use of the unit of the commodity by the user, wherein the interactions elicit information about (i) steps that a vendor of the commodity could take to improve the user's satisfaction or (ii) training or support provided for users of the commodity,

a communication element that is associated with each of the units of the commodity and carries results of the two-way local interaction from each of the units of the commodity to a central location, and

software that manages the interactions of the users in different locations and collection of the results of the interactions at the central location and provides access to the collection of results to a third party.

99. (reiterated) The system of claim 98 in which the results of the interactions are forwarded from the central location to the third party.

100. (reiterated) The system of claim 98 in which the results of the interactions are forwarded from the central location to the remote server for analysis.

101. (reiterated) The system of claim 98 in which the third party is a vendor of the commodity.

102. (reiterated) The system of claim 99 in which the third party is a vendor of the commodity.

103. (reiterated) The system of claim 98 in which the third party is a designer of the commodity.

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104. (reiterated) The system of claim 98 wherein the user interface presents user information in a style that comprises hypertext.

105. (reiterated) The system of claim 98 in which the user interface is electronically triggered based on user behaviors to generate two-way interactions with each of the users, each of the interactions relating to a corresponding specific one of the behaviors.

H14 contd

106. (reiterated) The system of claim 98 in which the interactions are triggered based on repeated use of a feature of a unit of the commodity by the user.

107. (reiterated) The system of claim 98 in which the software is further configured to provide access to the collection of results to the users of the commodity.

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108. (canceled)

109. (canceled)

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Sub I15

110. (amended) A system comprising

units of a commodity that are used by respective users in different locations,

a user interface which is part of each of the units of the commodity and provides a medium for two-way local interaction between one of the users and the corresponding unit of the commodity for communicating instructional information about use of the unit of the commodity, the interactions comprising training based on two-way interactions with all or some other users, the interactions being arranged to present actions that the user could take to increase performance or satisfaction to a level achieved by other users,

a communication element that is associated with each of the units of the commodity and carries results of the two-way local interaction from each of the units of the commodity to a central location, and

software that manages the interactions of the users in different locations and collection of the results of the interactions at the central location.

H15

H15, cancel I15 at

111. (reiterated) The system of claim 110 in which the two-way interaction provides instructions on how to use the commodity.

112. (canceled)

S13 I16

113. (reiterated) The system of claim 112 in which the user interface is electronically triggered based on user behaviors to generate two-way interactions with each of the users, each of the interactions relating to a corresponding specific one of the behaviors.

114. (reiterated) The system of claim 113 in which the interface is triggered based on user comprehension.

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115. (reiterated) The system of claim 113 in which the interface is triggered by an exception resulting from use of the commodity.

116. (reiterated) The system of claim 113 in which the interface is triggered by a user-initiated help request during use of a product, service, or software feature.

117. (reiterated) The system of claim 112 wherein the software is configured to provide access to the collection of results to the users of the commodity.

118. (reiterated) The system of claim 112 wherein the software is configured to provide access to the collection of results to a vendor of the commodity.

119. (reiterated) The system of claim 112 wherein the user interface presents user information in a style that comprises hypertext.

120. (amended) A system comprising

units of a commodity that are used by respective users in different locations,

a user interface which is part of each of the units of the commodity, provides a medium for two-way local interaction between one of the users and the corresponding unit of the commodity for generating information about use of the unit of the commodity by the user, and presents information in a style that comprises hypertext,

a communication element that is associated with each of the units of the commodity and carries results of the two-way local interaction from each of the units of the commodity to a central location, and

software that manages the interactions of the users in different locations and collection of the results of the interactions at the central location.

121. (reiterated) The system of claim 120 in which the user interface is electronically triggered based on user behaviors to generate two-way interactions with each of the users, each of the interactions relating to a corresponding specific one of the behaviors.

122. (reiterated) The system of claim 120 in which the interactions are triggered based on repeated use of a feature of a unit of the commodity by the user.

123. (reiterated) The system of claim 120 wherein the software is further configured to provide access to the collection of results to the users of the commodity.

124. (reiterated) The system of claim 120 in which the two-way interaction provides instructions on how to use the commodity.

125. (reiterated) The system of claim 120 in which the two-way interaction is mediated by an publicly or privately accessible on-line computerized information service.

126. (reiterated) The system of claim 120 in which the user interface triggers two-way interactions that comprise training based on two-way interactions with all or some other users,

the interactions being arranged to present actions that the user could take to increase performance or satisfaction to a level achieved by other users.

127. (reiterated) A system comprising

units of a commodity that are used by respective users in different locations and store probes that elicit information from the respective users,

a user interface which is part of each of the units of the commodity and provides a medium for two-way local interaction between one of the users and the corresponding unit of the commodity for generating information about use of the unit of the commodity by the user,

a communication element that is associated with each of the units of the commodity and carries results of the two-way local interaction from each of the units of the commodity to a central location, and

software that manages the interactions of the users in different locations and collection of the results of the interactions at the central location and sends the probes to each of the units of the commodity.

128. (reiterated) The system of claim 127 wherein the user interface presents user information in a style that comprises hypertext.

129. (reiterated) The system of claim 127 in which the user interface is electronically triggered based on user behaviors to generate two-way interactions with each of the users, each of the interactions relating to a corresponding specific one of the behaviors.

130. (reiterated) The system of claim 127 in which the interactions are triggered based on repeated use of a feature of a unit of the commodity by the user.

131. (reiterated) The system of claim 127 wherein the software is further configured to provide access to the collection of results to the users of the commodity.

132. (reiterated) The system of claim 127 wherein the software is further configured to provide access to the collection of results to vendors of the commodity.

133. (canceled)

134. (reiterated) The system of claim 127 in which the results of the interactions are forwarded from the central location to the remote server for analysis.

135. (reiterated) The system of claim 127 in which the two-way interaction provides instructions on how to use the commodity.

136. (reiterated) A system comprising

units of a commodity that comprises consumer television equipment, the units being used by respective users in different locations,

a user interface which is part of each of the units of the commodity and provides a medium for two-way local interaction between one of the users and the corresponding unit of the commodity for generating information about use of the unit of the commodity by the user,

a communication element that is associated with each of the units of the commodity and carries results of the two-way local interaction from each of the units of the commodity to a central location, and

software that manages the interactions of the users in different locations and collection of the results of the interactions at the central location.

137. (reiterated) The system of claim 136 in which the two-way interaction provides instructions on how to use the commodity.

138. (reiterated) The system of claim 136 in which the two-way interaction comprises posing questions to a user on a television screen concerning use of the commodity and receiving answers from the user expressed through a keypad or a held-held remote.

H17 I17d cont'd

139. (reiterated) The system of claim 138 in which the answers are forwarded to a vendor of the commodity.

Add the following new claims:

Sub I18

-- 140. (new) A system comprising

units of a commodity that are used by respective users in different locations,

a user interface which is part of each of the units of the commodity and provides a medium for two-way local interaction between one of the users and the corresponding unit of the commodity for communicating instructional information about use of the unit of the commodity by a user, wherein the interface is triggered based on user comprehension,

a communication element that is associated with each of the units of the commodity and carries results of the two-way local interaction from each of the units of the commodity to a central location, and

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software that manages the interactions of the users in different locations and collection of the results of the interactions at the central location.

141. (new) A system comprising

units of a commodity that are used by respective users in different locations,

a user interface which is part of each of the units of the commodity and provides a medium for two-way local interaction between one of the users and the corresponding unit of the commodity for generating information about the commodity, wherein the information comprises value information about user comprehension or user performance,

a communication element that is associated with each of the units of the commodity and carries results of the two-way local interaction from each of the units of the commodity to a central location, and

software that manages the interactions of the users in different locations and collection of the results of the interactions at the central location.

142. (new) A system comprising

units of a commodity that are used by respective users in different locations,

a user interface which is part of each of the units of the commodity and provides a medium for two-way local interaction between one of the users and the corresponding unit of the commodity for generating information about the commodity, wherein the information comprises value information about marketing or future product design,

a communication element that is associated with each of the units of the commodity and carries results of the two-way local interaction from each of the units of the commodity to a central location, and

software that manages the interactions of the users in different locations and collection of the results of the interactions at the central location.

143 (new) The system of claim 140, 141 or 142 in which the software is configured to provide access to the collection of results to vendors of the commodity.

144. (new) The system of claim 141 in which the software is configured to provide access to the collection of results to the users of the commodity.

145. (new) The system of claim 141 or 142 in which the software is configured to provide access to the collection of results to third parties.

146. (new) The system of claim 140, 141, or 142 in which the units of commodity store probes that elicit information from the respective users.

147. (new) The system of claim 141 or 142 in which the results of the interactions are forwarded from the central location to a remote server for analysis.

148. (new) The system of claim 48 in which the two way local interaction enables the user to request help or support.

149. (new) The system of claim 48 in which the information relates to perception of a problem relating to use of the commodity.

150. (new) The system of claim 149 in which the two-way local interaction includes suggestions of the user to solve the problem.

151. (new) The system of claim 149 in which the two-way local interaction includes suggestions of another user to solve the problem.

152. (new) The system of claim 48 in which the communication element also carries information from a passive probe that monitors the user's use of the commodity.

153. (new) The system of claim 48 or 127 wherein the user interface is triggered based on user comprehension or performance with respect to his use of the commodity.

154. (new) The system of claim 48 wherein the user interface is triggered by premature termination of use of the commodity.

155. (new) The system of claim 48 wherein the user interface is triggered by an exception resulting from use of the commodity.

156. (new) The system of claim 48 wherein the user provides information about his needs with respect to use of the commodity.

157. (new) The system of claim 48 wherein the user further provides information about his perception of competing commodities.

158. (new) The system of claim 48 wherein the two-way local interactions comprise a transaction for sale of a product or a service contract for the commodity.

159. (new) The system of claim 48 wherein the two-way local interactions comprise a request for servicing of the commodity by the user.

160. (new) The system of claim 48 wherein the commodity is a demonstration unit.

161. (new) The system of claim 48 wherein the communication element also carries objective information about the user's use of the commodity.

162. (new) The system of claim 48 wherein the two-way local interactions occur while the user is using the commodity.

163. (new) The system of claim 48 wherein the software stores the results of the interactions with information about a trigger event that initiated each respective interaction.

164. (new) The system of claim 127 wherein the software sends the probes to units of the commodity based on frequency of contact between the respective units and the central location.

165. (new) The system of claim 78 wherein the software distributes results of the interactions to the users as a function of how recent the interactions are.

166. (new) The system of claim 78 wherein the software stores information for each interaction about usefulness of the interaction to other users.

167. (new) The system of claim 78 wherein each user can filter information in the collection of the results according to a user's own needs, or desires. --